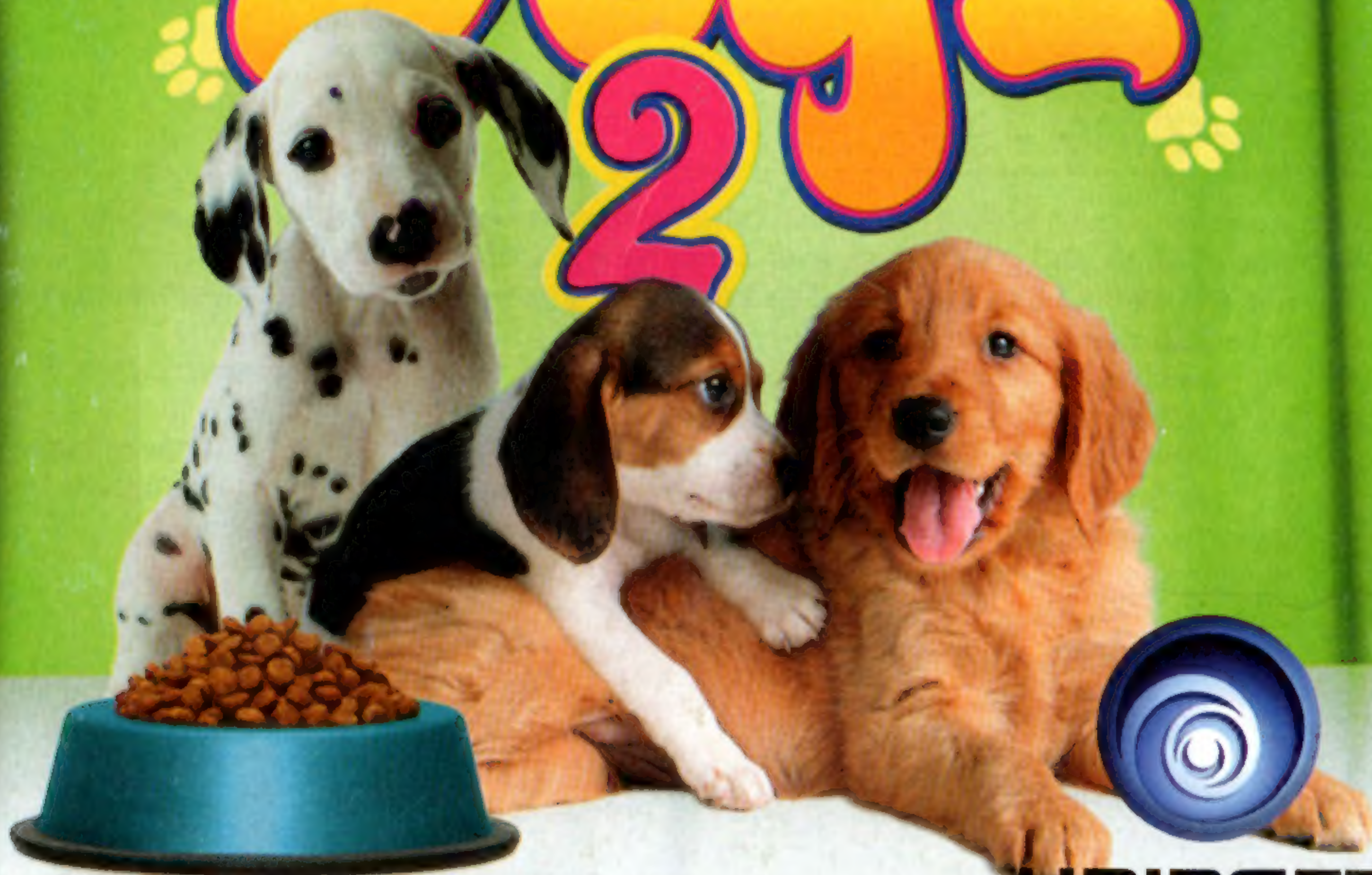


GAME BOY ADVANCE

Dogs 2



INSTRUCTION BOOKLET

UBISOFT

PLEASE CAREFULLY READ THE SEPARATE HEALTH AND SAFETY PRECAUTIONS BOOKLET INCLUDED WITH THIS PRODUCT BEFORE USING YOUR NINTENDO® HARDWARE SYSTEM, GAME PAK OR ACCESSORY. THIS BOOKLET CONTAINS IMPORTANT HEALTH AND SAFETY INFORMATION.

IMPORTANT SAFETY INFORMATION: READ THE FOLLOWING WARNINGS BEFORE YOU OR YOUR CHILD PLAY VIDEO GAMES.

WARNING - Seizures

- Some people (about 1 in 4000) may have seizures or blackouts triggered by light flashes or patterns, such as while watching TV or playing video games, even if they have never had a seizure before.
- Anyone who has had a seizure, loss of awareness, or other symptom linked to an epileptic condition should consult a doctor before playing a video game.
- Parents should watch when their children play video games. Stop playing and consult a doctor if you or your child have any of the following symptoms:

Convulsions

Altered vision

Eye or muscle twitching

Involuntary movements

Loss of awareness

Disorientation

- To reduce the likelihood of a seizure when playing video games:
 1. Sit or stand as far from the screen as possible.
 2. Play video games on the smallest available television screen.
 3. Do not play if you are tired or need sleep.
 4. Play in a well-lit room.
 5. Take a 10 to 15 minute break every hour.

WARNING - Repetitive Motion Injuries and Eyestrain

Playing video games can make your muscles, joints, skin or eyes hurt after a few hours. Follow these instructions to avoid problems such as tendinitis, carpal tunnel syndrome, skin irritation or eyestrain:

- Avoid excessive play. It is recommended that parents monitor their children for appropriate play.
- Take a 10 to 15 minute break every hour, even if you don't think you need it.
- If your hands, wrists or arms or eyes become tired or sore while playing, stop and rest them for several hours before playing again.
- If you continue to have sore hands, wrists or arms or eyes during or after play, stop playing and see a doctor.

WARNING - Battery Leakage

Nintendo portable video game systems contain a rechargeable lithium ion battery pack. Leakage of ingredients contained within the battery pack, or the combustion products of the ingredients, can cause personal injury as well as damage to your hardware. If battery leakage occurs, avoid contact with skin. If contact occurs, immediately wash thoroughly with soap and water. If liquid leaking from a battery pack comes into contact with your eyes, immediately flush thoroughly with water and see a doctor.

To avoid battery leakage:

- Do not expose battery to excessive physical shock, vibration, or liquids.
- Do not disassemble, attempt to repair or deform the battery.
- Do not dispose of battery pack in a fire.
- Do not touch the terminals of the battery, or cause a short between the terminals with a metal object.
- Do not peel or damage the battery label.

The official seal is your assurance that this product is licensed or manufactured by Nintendo. Always look for this seal when buying video game systems, accessories, games and related products.

Nintendo does not license the sale or use of products without the Official Nintendo Seal.



THIS GAME PAK WILL WORK ONLY WITH THE GAME BOY® ADVANCE, GAME BOY® MICRO, OR NINTENDO DS™ VIDEO GAME SYSTEMS.



THIS GAME PAK INCLUDES A MULTIPLAYER MODE WHICH CAN USE A GAME BOY ADVANCE GAME LINK CABLE.



LICENSED BY



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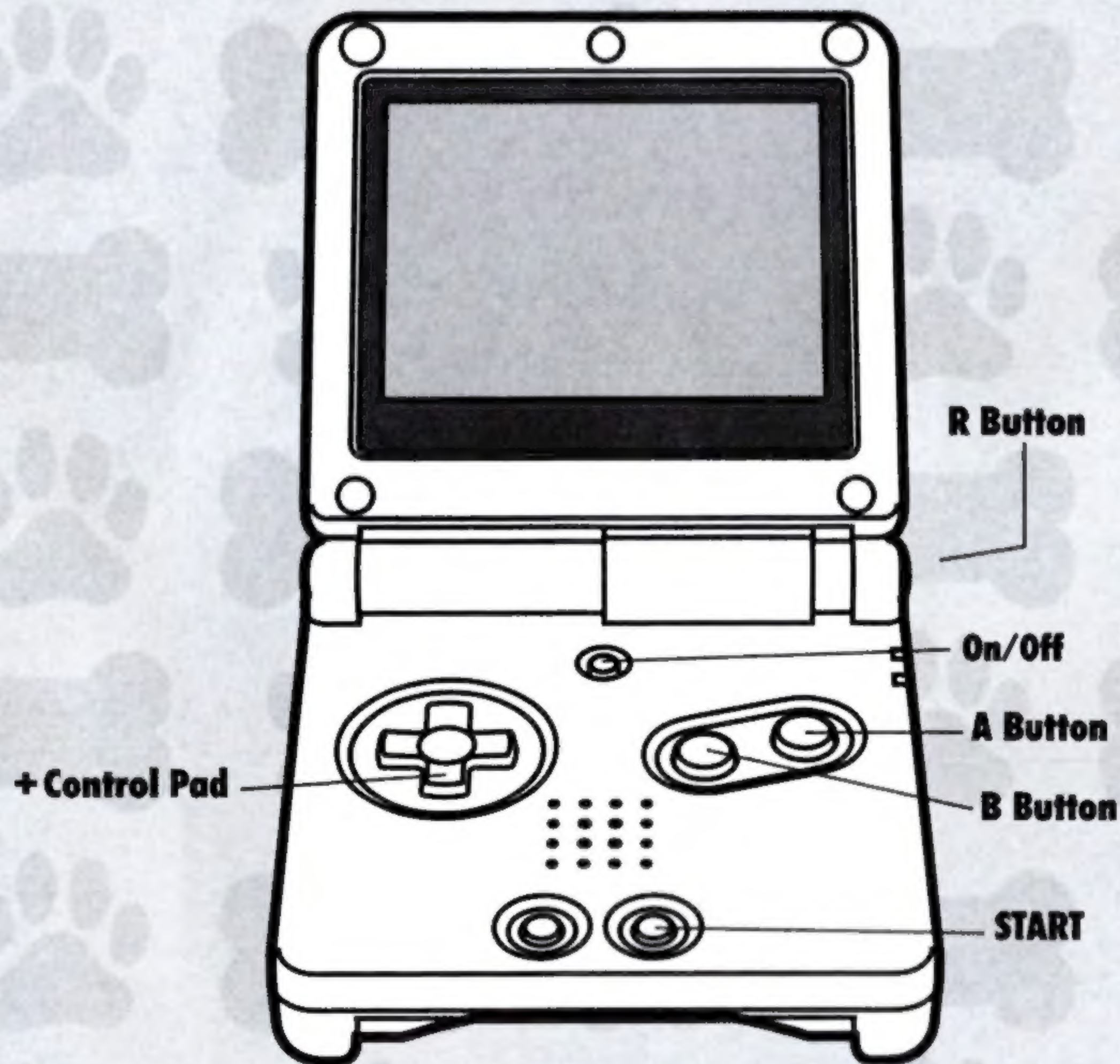
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GETTING STARTED

To begin play, insert the Dogz[®] 2 Game Pak into your Game Boy[®] Advance system and flip the POWER switch to the ON position.



CONTROLS

Getting Around the Menus

- +Control Pad:** Choose menu options.
- A Button:** Select/Go to next screen.
- B Button:** Cancel/Go back to previous screen.

Getting Around the House

- +Control Pad:** Move the player/Choose menu options.
- A Button:** Select/Pet or call the puppy.
- B Button:** Cancel/Press with the Control Pad to run/Display Puppy Menu.
- START:** Display Condition screen (Save screen).
- R Button:** Display/Hide time.

Note: If you need information about a more specific control, check out that section of the manual.

INTRODUCTION

What makes a new house even better? How about a new puppy? Enter the world of Dogz, make friends with the family and the puppies, and get ready for fun adventures! Make friends with puppies from 24 different breeds. All your favorites are here!

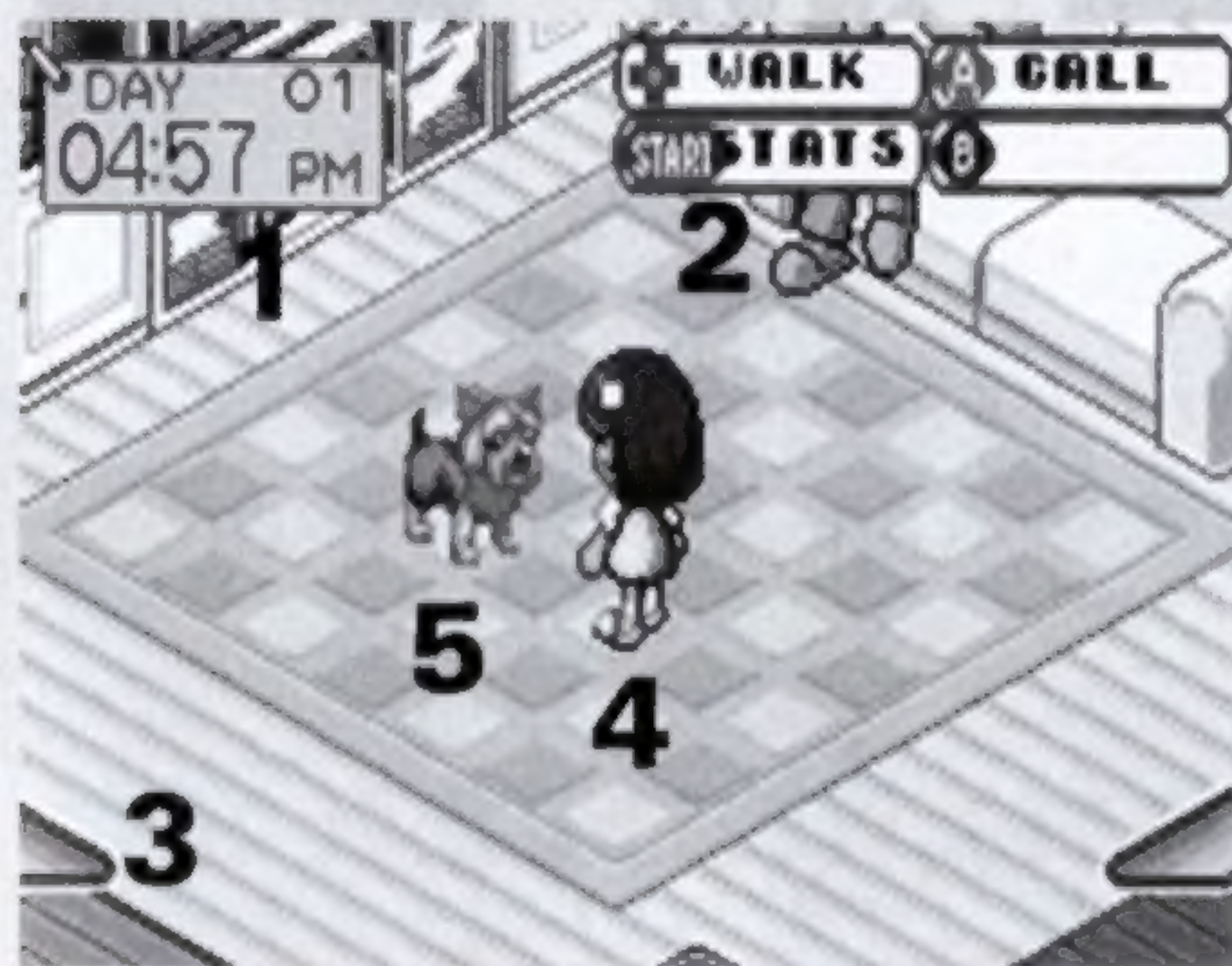
START THE GAME

Right after you start up the game, you'll see the Main Menu. Move through the menu options using the +Control Pad. Use the A Button to make your choice.

- **Settings (see page 22):** Change the game's settings. (You can do this after you have saved once.)
- **New Game:** Just what it says. Choose this if you're playing the game for the very first time.
- **Continue:** Choose this to continue playing from where you left off.
(CAUTION: Do not turn the power off while loading.)
- **Always Together mode (see page 19):** Finishing the game doesn't mean saying goodbye to your puppy! If you take good care of your puppy, it'll be saved, and you can use this mode to visit your canine friend.
- **Puppy Visiting mode (see page 20):** This is a mode for you and a friend. Using a Game Boy® Advance Game Link® cable, you can let your puppies visit each other's houses! (You can use this mode after you have saved once.)



PLAYING THE GAME



1. **Date and Time.**
2. **Button Menu:** You can operate the buttons displayed here.
3. **Arrow:** You can move in this direction.
4. **Player.**
5. **Puppy.**
Your room is on the second floor. You can also go outside.

Basic Actions

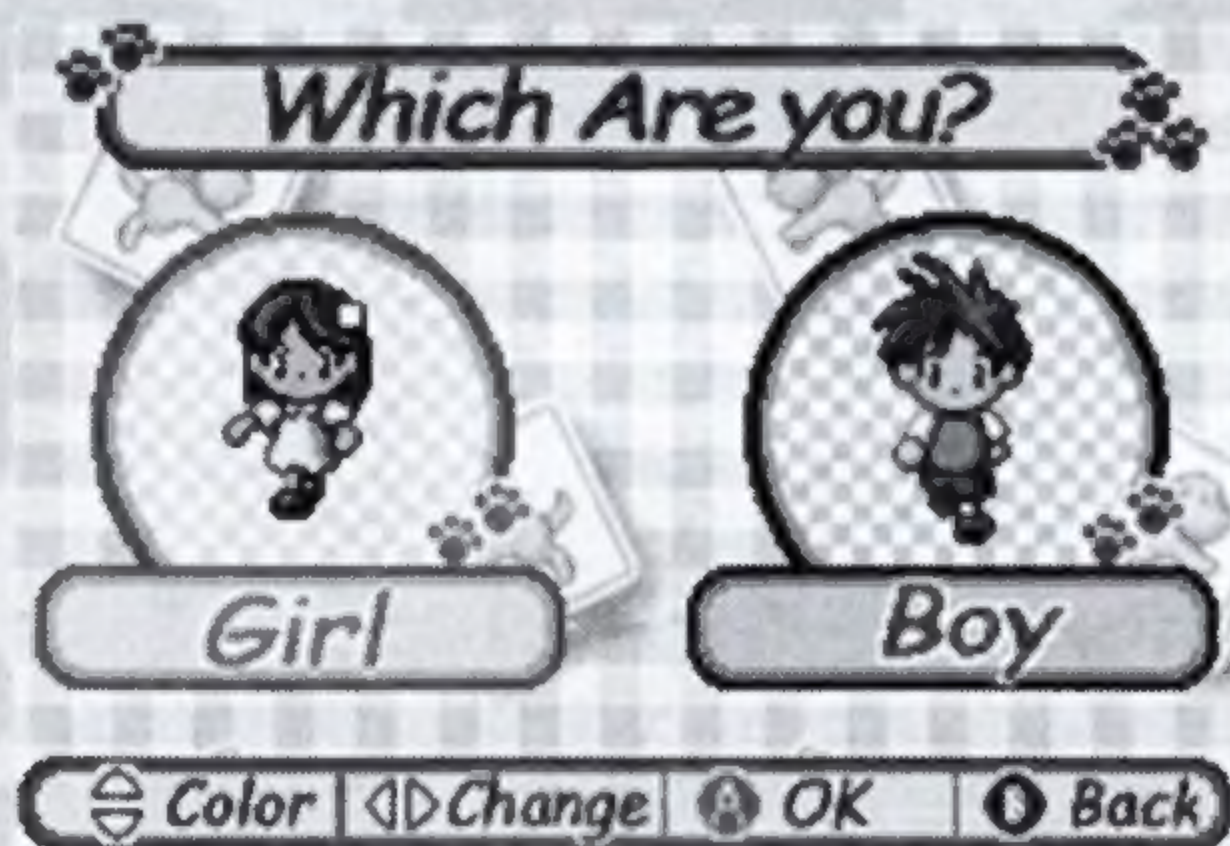
- **Walk/Run:** The +Control Pad will move the player. You can run by pressing the +Control Pad and the B Button at the same time.
- **Talk:** If you want to talk to someone, go right up to the person and press the A Button. Use the A Button to keep the messages going. (Messages will appear more quickly if you press the A Button or the R Button while the current message is being displayed.)
- **Use Furniture and Tools:** If you walk in front of a piece of furniture, the appropriate Button menu will be displayed.

How to Use the Button Menus

The right Button menus will pop up as you need them. They change with the situation and as the distance between you and your puppy changes.

For example, when your puppy is farther away, the A Button will call him. But when he moves nearby, you can use the A Button to pet him!

Hint: If you see a place you're curious about, try moving toward it to see if the Button menu changes. Then use the menu to explore!



CHOOSE A CHARACTER

When you're starting a new game, you get to make up your own character! First, choose whether you want to be a boy or a girl. Then, decide what color you want your clothes to be using the +Control Pad.

Next, you'll need to name your character. Use the +Control Pad to move the cursor over the letters, the A Button to select, and the B Button to edit. When you are done, hit OK (you can get there by pressing START).

Then it's time to pick out your puppy! Answer some questions about what kind of puppies you like. This will change the selection of puppies in the pet shop, so that you're sure to get a dog you like.

CHOOSE A PUPPY



When you get to the pet shop, move around using the +Control Pad. When you're standing in front of one you like, press the A Button to choose him. If you don't have any luck at the first shop, you can leave and go to another shop, where the selection of puppies will change randomly.

When you choose a puppy, you can go into another room to play with it. Ask the shop clerk if you can hold the puppy. If you decide you like it, press the A Button, and you're on your way to having a new best friend! When you get home, name the puppy using the same steps you took to name your character.

YOUR GOAL: TO BECOME BEST FRIENDS!

You can become best friends with your puppy by taking good care of it. Don't forget to give your puppy plenty of attention. This means lots of playing, of course, but also proper training. You will also have Mom and Dad around to give you advice on raising your puppy. The game's ending will change according to how well you raise the puppy. Let's see how you do!

MOVING INSIDE THE HOUSE

Once you bring your puppy home, use the Button menu to start training and playing with it.



- **Call: A Button (Button menu)**

This menu appears when you and your puppy are far apart. Press the A Button to call the puppy's name.

- **Pet: A Button (Button menu)**

This menu appears when you and your puppy are close together. Press the A Button to pet the puppy. This is one of the ways, along with praise, that you can reward your puppy.

- **Menu: B Button (Button menu)**

This menu appears when you and your puppy are close together. Press the B Button and you'll see the Puppy menu, with options for training your puppy. Press Up and Down on the +Control Pad to move through the menu, and use the A Button to select.

- **Condition: START (Button menu)**

Press START to check your puppy's condition or to save. (See pages 17 and 19 for details.)



The Basic Button Menu

These commands will be available from the very beginning:

- **Carry:** Use this to pick up and hold your puppy. The puppy has to be nearby.
- **Sit:** Use this to make the puppy sit.
- **Lie Down:** Use this to make the puppy lie down.
- **Bed:** Use this to make the puppy go back to its bed.

Notes:

- As the game progresses, you'll have more options in the Puppy menu.
- Once the puppy masters Sit, Shake will be added to the Puppy menu. Once Shake is mastered, Switch will appear.
- For more details on the menu, read "Training the Puppy" on page 18.

CARING FOR THE PUPPY

In this game, you can use the furniture and electrical appliances inside the house. Open doors and cabinets to see what appliances you can find!



- **Give your puppy food and water:** Open the cupboard. Food for the puppy is inside the cupboard. Once you've made a choice, feed the puppy using the A Button.

Hint: To feed the puppy, first make it stay with the Stay command and then feed it with the OK command (if you listen to Dad's advice, these menus will automatically appear).



- **Brush the puppy:** Open the hall closet. There is a brush for the puppy inside the hall closet. Once you are holding the brush, go near the puppy and press the A Button to smooth out his coat.

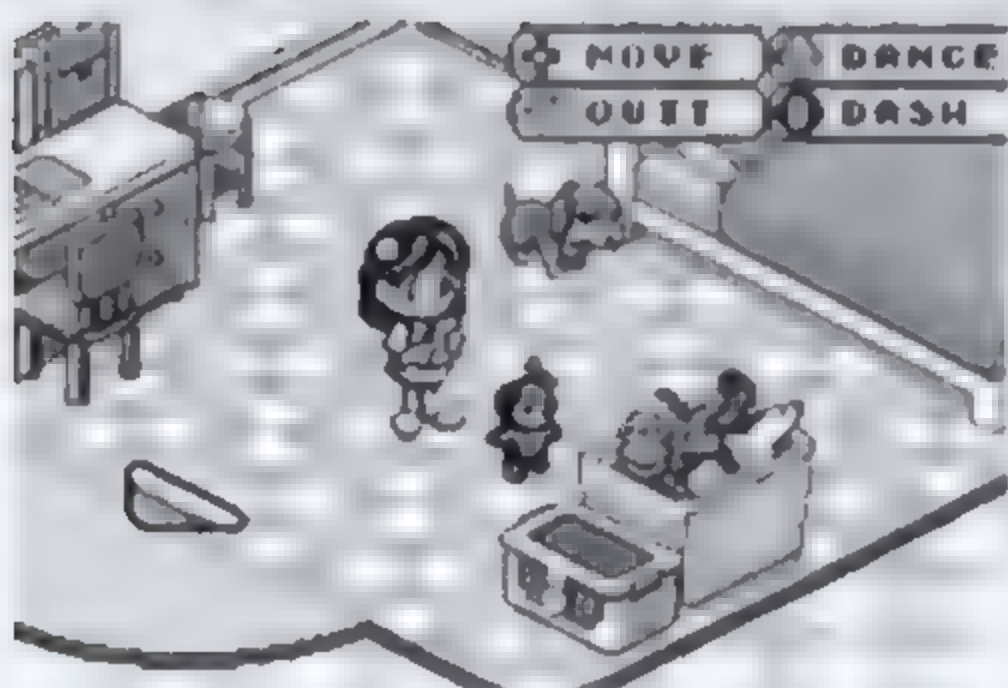
Note: If you don't brush it, the puppy's coat will get messier over time.

Important Tip! Putting things away! When the Put Away command appears in the Button menu, you can put away what you are holding (books, food, toys, etc.) You must do this before you can pick up something else.

- **Give the puppy a treat:** Open the kitchen cupboard. The puppy's treats are inside the kitchen cupboard. Grab the treat you think your puppy will like, stand in front of the puppy, and feed the puppy from your hand by pressing the A Button.



- **Clean:** Open the hall closet. There is a vacuum cleaner in the hall closet. Choose it, and take it to the place you want to clean. Start vacuuming by pressing the A Button.



- **Play with toys:** Look inside the toy box on the second floor. There are mini-games and toys inside the toy box on the second floor. Choose a toy you like, and then check the Button menu to see how to play with it (how to play depends on the toy). See pages 22-27 for instructions on how to play the mini-games. The more you play, the more cool stuff you'll find in the toy box!



- **Walk the puppy:** Leave the yard. Once the puppy knows how to sit and stay, you can leave the yard and take the puppy on a walk (between 3 p.m. and 6 p.m.). You will need a leash to walk the puppy. When you meet NPCs, talk to them. You might be able to play some mini-games.
- **Clean the bed or the toilet:** Stand in front of it. Clean these items when they get dirty.

Hint: Pay attention to the icons that appear around the puppy! These will tell you how it's feeling.

MORE FUN STUFF TO DO!



- **Read a book:** Stand in front of the bookshelf.

When Open is displayed in the Button menu, try pressing the A Button. The books that are on the bookshelf will be displayed.



Once you've chosen the book you want to read, move somewhere comfy, like the sofa, and read the book. You can sit down by pressing +Control Pad Up while facing the sofa.

When Read is displayed in the Button menu, you can read the book with the A Button. (Choose the chapter you like when the content of the book is displayed on-screen). After you've finished

reading, get up from the sofa and put the book away.

Hint: With chairs in the kitchen and floor chairs, you will see Pull or Push appear on the Button menu if you walk behind the chair. Once you pull the chair out, press +Control Pad Up to sit down (press +Control Pad Down to get up from the chair).

Note: While you're sitting on the sofa or a chair, the Puppy menu will not be displayed when you press the B Button.

Important Tip! Read books. You'll find hints on how to care for puppies in the book "Friends with Puppies." You should definitely read it so you can become good friends with the puppy!

- **Watch TV**

Hold the remote and you can watch TV by pressing the A Button.

- **Listen to a CD**

Press the A Button in front of the stereo, and you can listen to music.

You can do all sorts of other things. Try them out!

Hint: There are many events in this game. They're great ways to become good friends with the puppy!

TIME

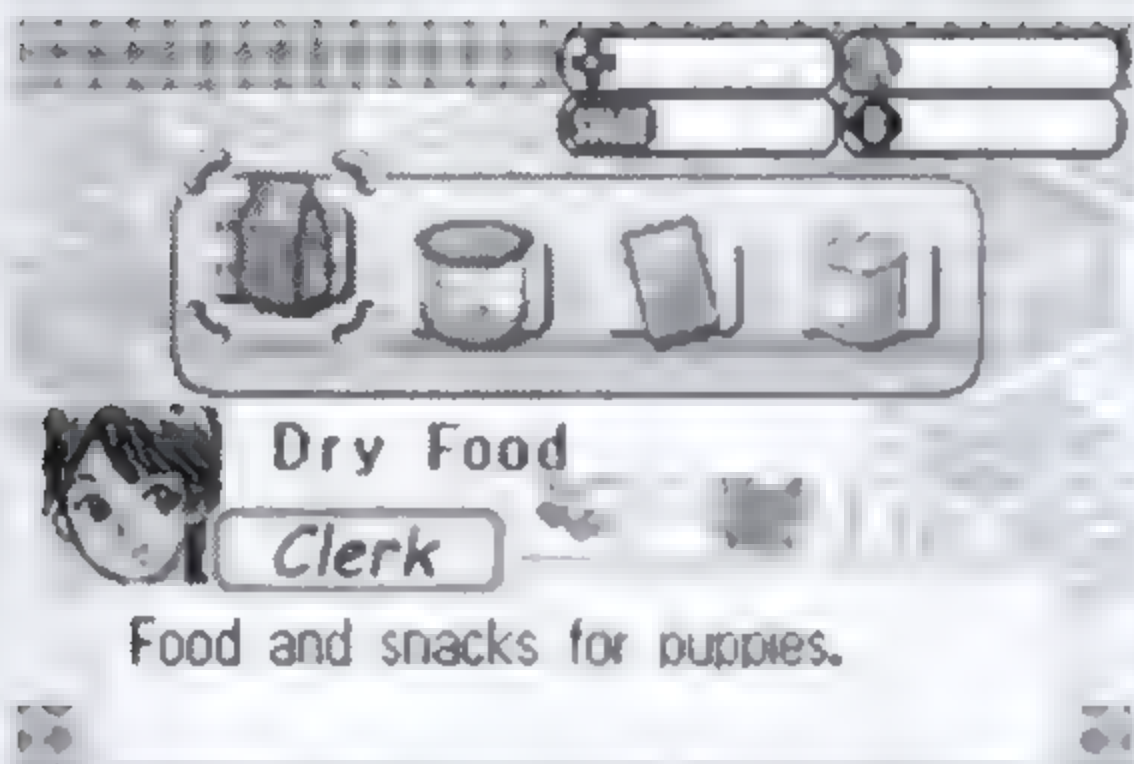
Time passes automatically inside the game, and also when you move from one place to another or take part in different activities. You can see what time it is by pressing the R Button.

Note: You will go to sleep when it's nighttime. Either go stand next to your bed after 8 p.m. or wait until 9 p.m., when you will go to sleep automatically. This marks the end of the day.



SHOPPING

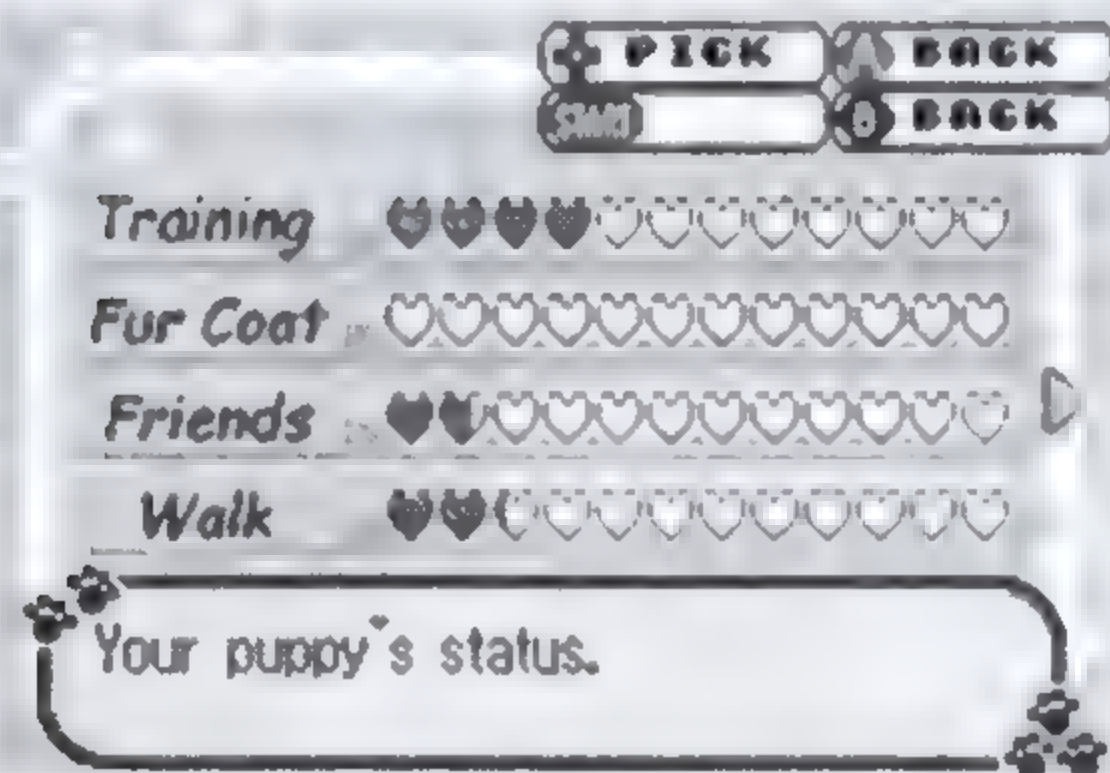
If you go into a shop while taking your puppy for a walk, you can buy one item per day.



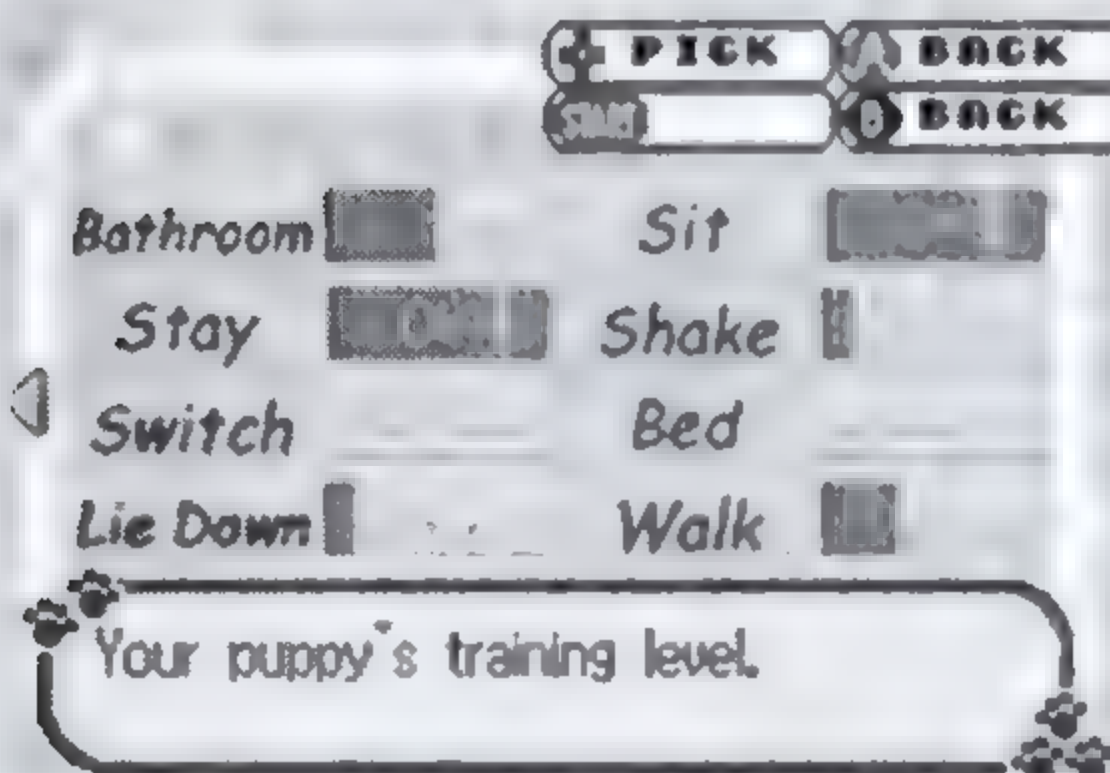
Choose the item you want to buy and press the A Button. If you want to quit shopping, press the B Button.

THE STATUS SCREEN

You can see the Status screen by pressing START and choosing View Puppy Status. Here, you can monitor the puppy's status and see how the training is going (switch screens by pressing Left and Right on the +Control Pad).



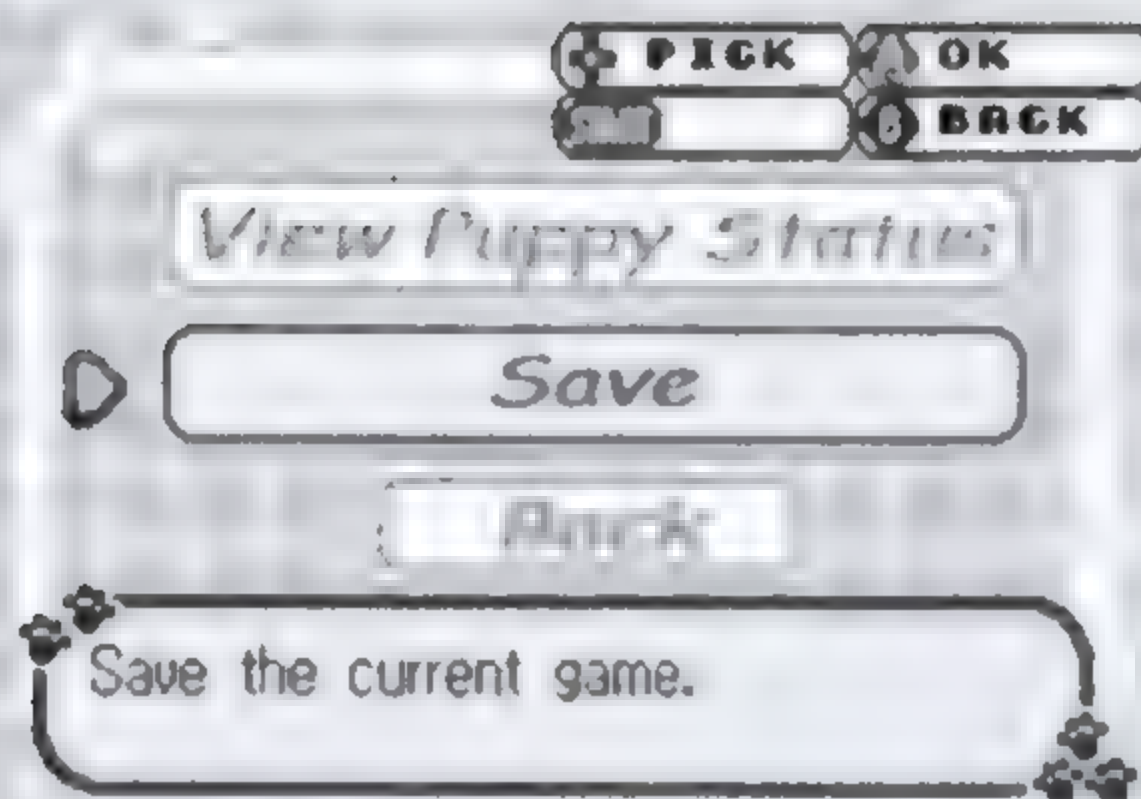
Hint: It is important to check on the puppy's training level every once in a while!



TRAINING THE PUPPY

- The first thing to do is teach the puppy its name. Use the Call command to call the puppy's name.
- First thing in the morning, give the puppy some food and water. This is fundamental. It is also important to clean your puppy and clean up after it.
- Pay attention to the puppy's actions. For example, the puppy will go over to the dish cupboard when it's hungry.
- Don't forget to walk the puppy. Once you can leave the house with the puppy, walk it at least once a day.
- Don't forget to give the puppy physical contact, including cleaning and grooming! Make sure you hold the puppy, clean and brush it, and play with toys. Every once in a while, check the Condition screen for items like Coat, Mood, and Walk.
- When the puppy does something good, reward it with the Reward and Pet commands. Reward the puppy for doing things like pooping in the toilet or obeying commands like Stay and Sit.
- On the other hand, if the puppy does something bad, make sure to use the Scold command. The puppy will gradually start to do what it's told.

Hint: Commands like Praise, Scold, Stay, and OK will automatically appear in the Button menu when the situation calls for them.



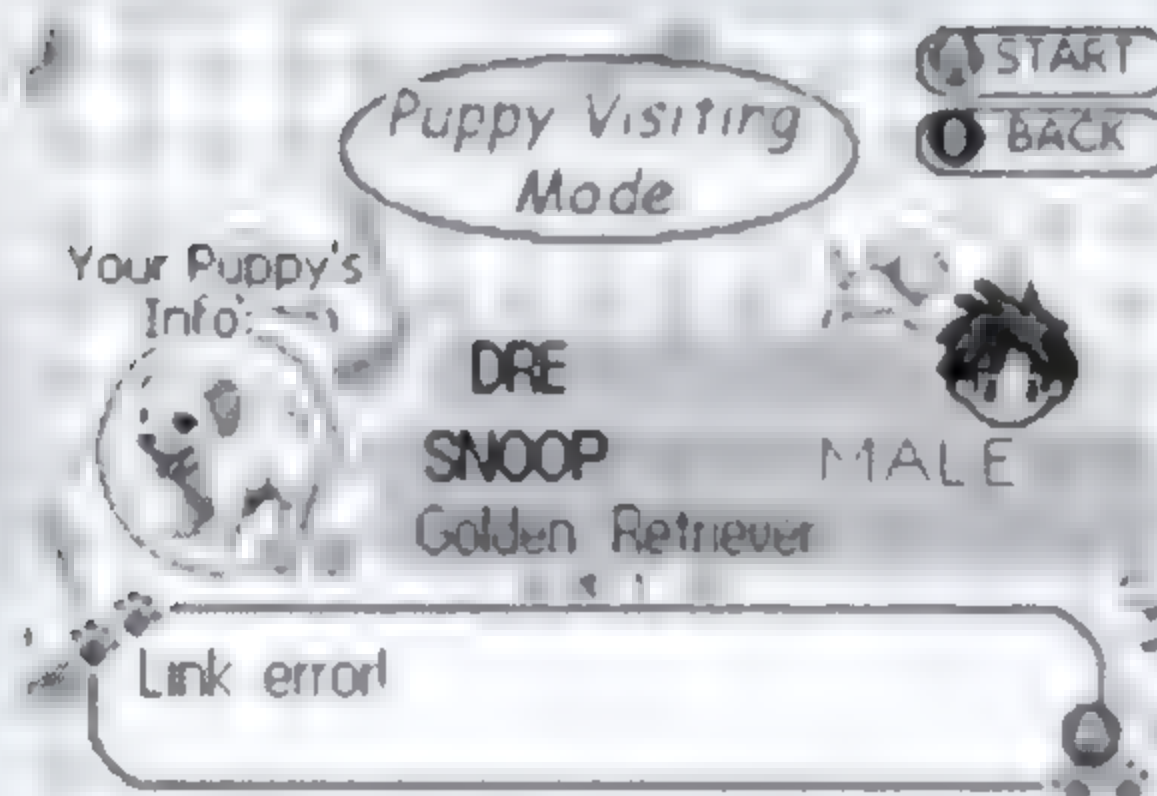
SAVING

You can press START and choose Save, or you can save the current situation at the end of the day.

If you forget to save, you won't be able to continue playing the game where you left off, so be careful!

CAUTION:

- Please do not turn off the power when while saving or loading.
- Old data will be updated when you save.



ALWAYS TOGETHER

After you have finish a game, your can visit your puppy in Always Together mode. You can keep up to three puppies. Choose the puppy you want to visit and cuddle. Its condition will not change once it enters this mode.

Note: If the puppy was not properly cared for, it will not be saved.

PUPPY VISITING

This mode is for two players. Using a Game Boy® Advance Game Link cable, you and a friend can have your puppies visit each other's houses.

Note: You will need two Game Boy® Advance systems, two Dogz 2 Game Paks, and one Game Boy® Advance Game Link Cable. See below for how to connect the Game Link Cable.

When both players have chosen Puppy Visiting mode and are ready, press the A Button.

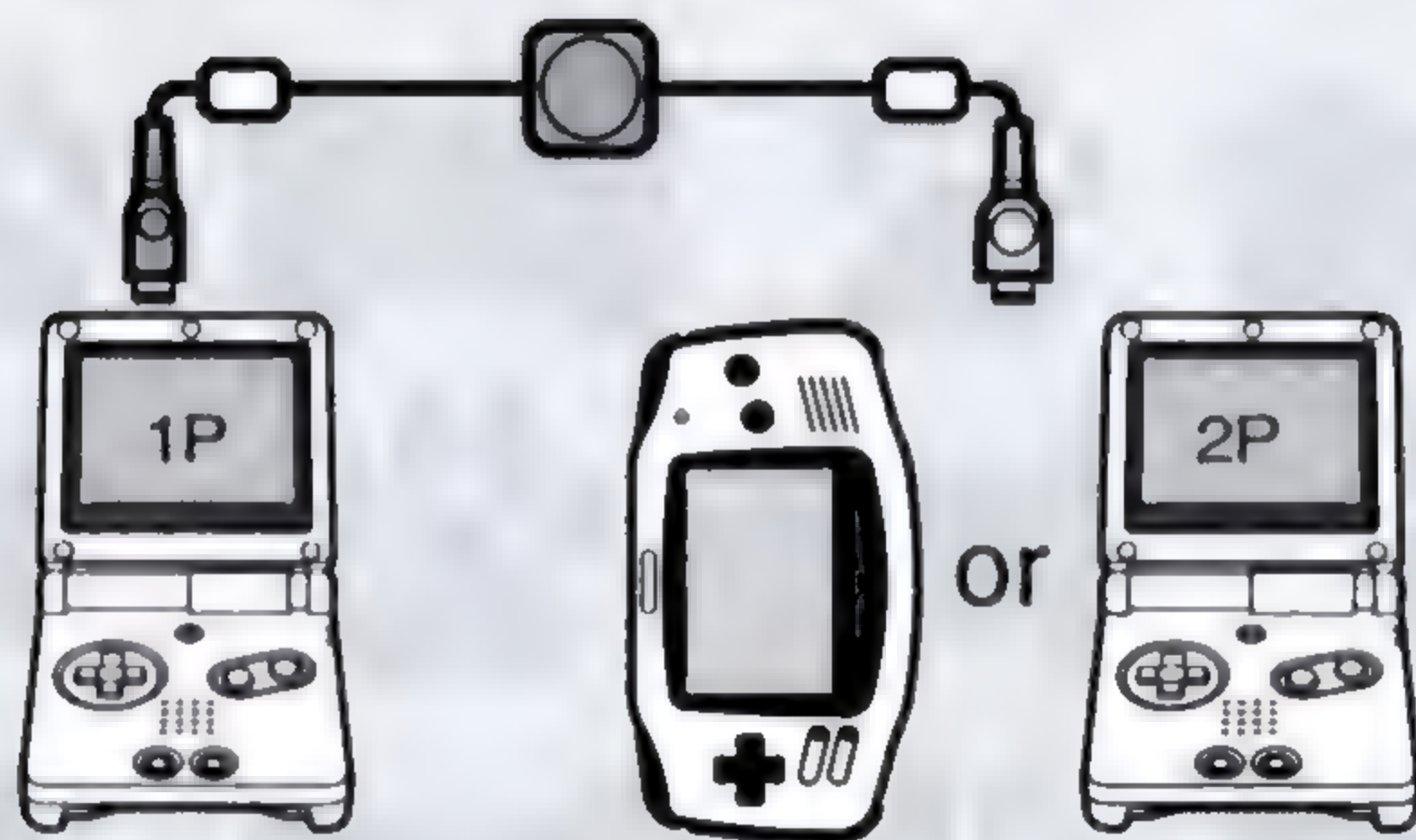
Once the connection has been made, the puppies will visit each other's houses. To stop, press START to display the End screen and choose End.

Note: If the connection doesn't work, turn off the power, check the cable's connection, and start the connection process over.

CONNECT THE GAME BOY® ADVANCE GAME LINK® CABLE

Necessary Equipment

- Game Boy® Advance systems: Two.
- Dogz 2 Game Paks: Two.
- Game Boy® Advance Game Link® Cable (AGB-005): One.



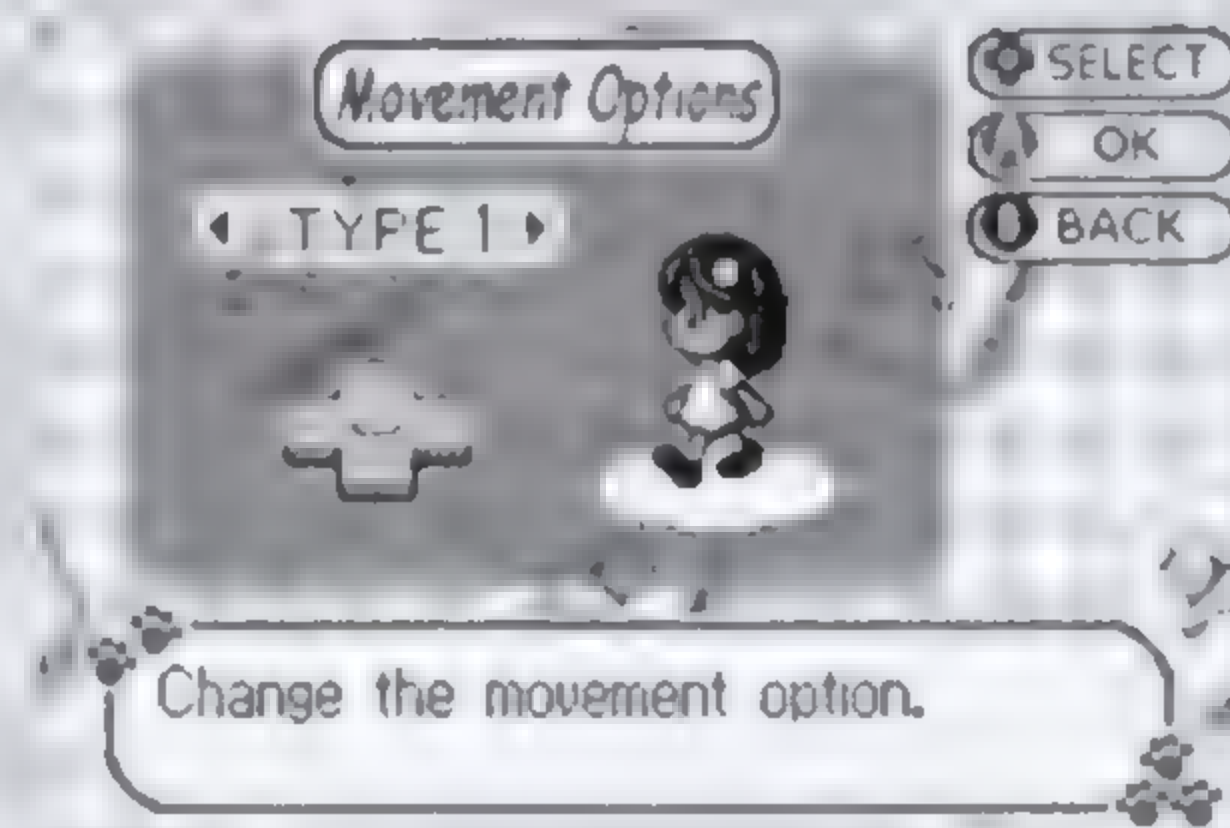
How to Connect

1. Make sure that the POWER switch on each game system is turned OFF, and then insert the Game Paks in both devices.
 2. Connect the Game Boy® Advance Game Link® Cable to the outer extension connector of each game system.
 3. Turn ON the POWER switch for each system.
 4. From here, follow the instructions on the previous page.
- 1P will be the person who has the purple plug connected to his or her system.

Troubleshooting

You may be unable to transfer game data or you may experience malfunctions in any of the following situations:

- When you are using cables other than Game Boy® Advance Game Link® Cable.
- When the cable is not fully inserted into either game system.
- When the cable is removed during data transfer.
- When the connection is made not following the designated instructions.



Settings: Moving Around

Using the +Control Pad, you can change how your character moves on-screen.

MINI-GAMES

You can play by taking the mini-game out of the toy box and pressing the A Button. Start at a low difficulty level (you'll have more levels to choose from as you go along).

Puppy Reversi

Take turns putting down the pieces, and when you sandwich the opponent's piece with your two pieces, you can flip the opponent's piece over and change it to your color.

You can only put down your piece where you can sandwich the opponent's piece. If there is no place to put a piece down, it's your opponent's turn.

The game is over when neither player can put down pieces. The player with the most pieces of his or her color wins.

The number of pieces and the empty squares will become points (empty squares will get double points).

Controls

- **+Control Pad:** Move the cursor.
- **A Button:** Select where to place a piece.
- **START:** Quit the game

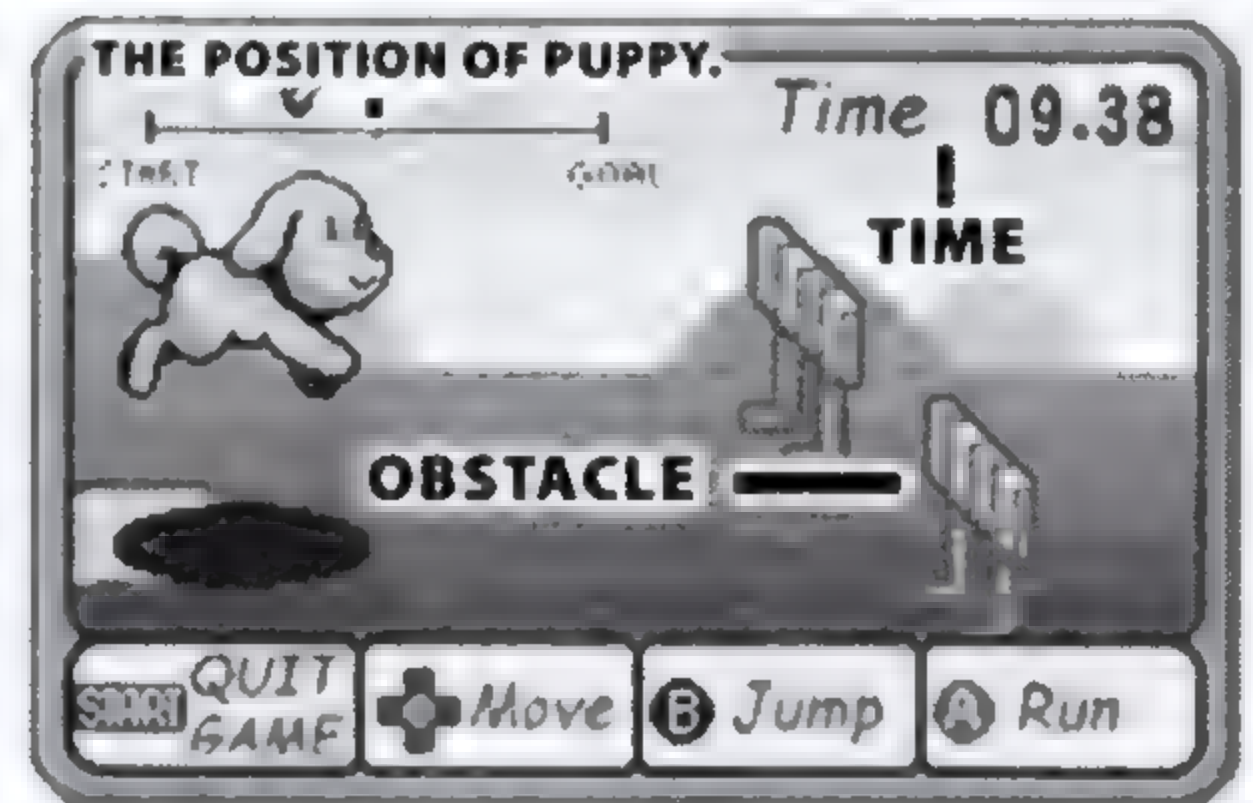


Run Puppy Run!

Get your puppy through the obstacle course! Try to beat the average time.

Controls

- **+Control Pad Up and Down:** Move the puppy.
- **A Button (hold):** Run.
- **B Button:** Jump.
- **START:** Quit the game.

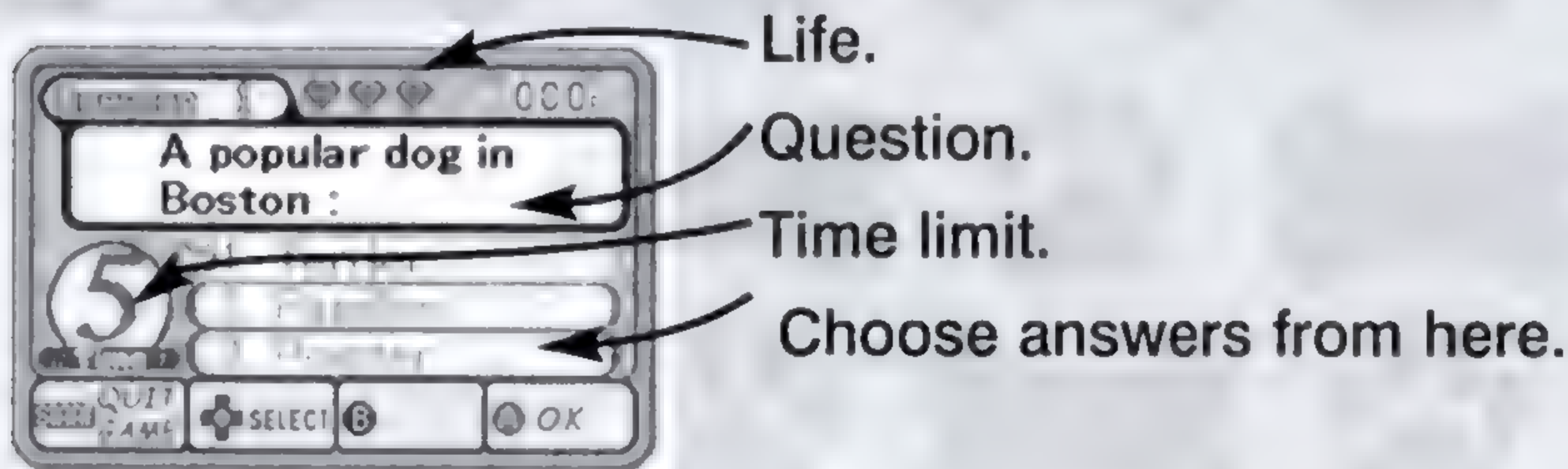


Puppy Quiz

When a question appears, choose your answer within five seconds. The seconds left after you've chosen a right answer become your points. If you get the answer wrong, you will lose one Life (the heart symbol). The game is over if you get four wrong answers.

Controls

- **+Control Pad Up and Down:** Choose answer.
- **A Button:** Select.
- **START:** Quit the game.



Three new mini-games! When you talk to certain NPCs during a walk, you might be able to play these mini-games, too!



Ball Kick

You and your NPC friend kick as many colored balls into each other's court as you can. Whoever has the fewest balls in his or her court when time's up, wins!

Controls

- **+Control Pad:** Move Up and Down
- **A Button:** Kick
- **START:** Pause



Dog Race

Your dog and Mrs. Smith's dog will compete in a race. The dogs must catch bones on the way to the finish line. By pressing the button repeatedly, you can make your dog run faster.

Controls

- **A Button:** Run, Jump

- **B Button:** Dash (speed up for a limited time)
- **START:** Pause



Pot Shot

Play “reverse pool” against your neighbor. Hit the opponent's ball with your ball to drop the opponent's ball into a hole.

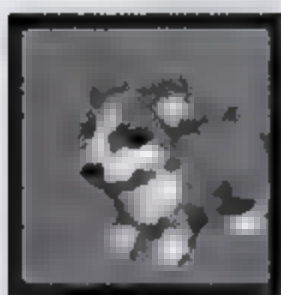
Controls

- **+ Control Pad:** Move a cue stick
- **A Button:** Power shot
- **START:** Pause

MEET THE PUPPIES!



The **Beagle** will win you over with its adorable droopy ears and wagging tail.



You'll know the **Welsh Corgi** by its big voice and fox-like face. Corgis love to play!



The **Papillon** has some big ol' ears! Expect this puppy to be cheerful and very curious.



The **French Bulldog** has very cool ears that point up. This puppy is very cuddly!



The **Miniature Schnauzer** is spirited but also very cuddly. And check out that cool mustache!



The **Miniature Dachshund** may look a little silly with its long body and short legs. But this puppy is lively and smart!



The **Golden Retriever** is very gentle and totally loyal! They love to play outside.



You might find the **Yorkshire Terrier** a little headstrong and proud of its beautiful coat. They love to go on walks.



You can't make a **Dalmatian** change its spots. This puppy loves to play outside!



Need some herding done? Try the **Border Collie**. They also love playing with discs and balls.



Check out the **Shih Tzu's** adorable hairstyle! This puppy loves the indoors and the outdoors.



The **Chihuahua's** watery eyes and tiny body are so cute! This one's very smart, too.



You can always teach a **Pomeranian** new tricks! Plus, they're really cheerful and spirited.



The **Shiba Inu** is very popular in Japan. When it comes to watching the house, leave it to this puppy!



The **Maltese** is popular for its beautiful coat and adorable face. Plus, this puppy loves to be held!



The **Labrador Retriever** is super-friendly and gets along with the whole family. Check out that thick tail!

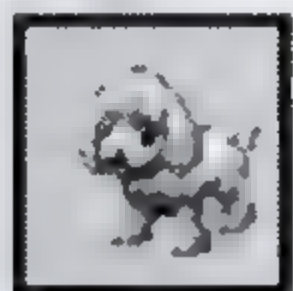


If you're looking for a stylish, smart puppy, try the **Toy Poodle**. It's just like a little doll!



Who you callin' a mutt? The **Mixed Breed** puppy has a lot of spirit!

Plus, six new breeds!



Originally bred to hunt woodcocks, the **American Cocker Spaniel** is also good at hunting other birds. Very energetic and friendly, this dog does everything it can to make its owner happy.



The **Pug** is perky, clever, loving, playful, and charming – an ideal best friend!



An excellent police, guide, and rescue dog, the **German Shepherd** outperforms many other dogs in tracking, detecting, obedience, agility, and more.



The **Shetland Sheepdog** is gentle, loyal, and extremely smart. An all-around herder, this breed can manage not only sheep but also horses or chickens.



Born in Germany, the **Boxer** is a fairly new member of the Mastiff family. Firmly muscular and tough, but elegant at the same time. The Boxer used to be a popular circus and theater dog because it learned tricks so easily.



The **Boston Terrier** is known for its charming face and fur color, referred to as "Boston color." The Boston Terrier is very territorial and an excellent watchdog, despite its small stature.

Register this game now and stay in the know!

It's simple: Go to www.ubireg.com and register your product, and you will receive a coupon code good for 10% off your next purchase at the Ubisoft online store. You can also get exclusive game updates, participate in surveys, and win cool prizes! Look for the details on www.ubi.com!

Thanks,

The Ubisoft Team

Dogz® 2



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TECHNICAL SUPPORT

Before contacting Ubisoft's Technical Support Department, please first read through this manual. Also browse through our FAQ listings or search the support database at our website, <http://support.ubi.com>. Here you will find the most recently updated information since the game's release.

Whenever you contact the Technical Support Department, please include the following information or have it available if you are calling:

- Full product title
- Game console you are using

Support Over the Internet

This is the best way to find answers to common issues with our games. Our Frequently Asked Questions list is available 24 hours a day, 7 days a week and contains the most up-to-date Technical Support information available, including patches that can be downloaded free of charge. We update the Support pages on a daily basis, so please check here first for solutions to your problems: <http://support.ubi.com>.

Contact Us by Webmail

Due to high volumes of spam, viruses, and other non-support-related contacts, we no longer offer support via standard email. However, we do provide something better, webmail. By taking your questions directly through our website we have completely eliminated all spam contacts. As a result, we are able to respond to your questions much more quickly than we could through standard email. To send us a webmail, simply log into our site at <http://support.ubi.com>.

From this site, you will be able to enter the Ubisoft Solution Center, where you can browse through our lists of Frequently Asked Questions (FAQ), search our database of known problems and solutions, and send in a request for personal assistance from a Technical Support representative by using the **Ask a Question** feature on the Frequently Asked Questions page. Most webmail contacts are responded to within two business days.

Contact Us by Phone

You can also contact us by phone by calling **(919) 460-9778** (for our customers in Quebec we provide French language support at (866) 824-6515). Please note that this number is for technical assistance only. No gameplay hints or tips are given over the Technical Support line. When calling our Technical Support line, please make sure you are in front of your gaming system and have all of the necessary information listed above at hand. Be advised that our Technical Support representatives are available to help you **Monday through Friday from 9 am–9 pm Eastern Time** (French language support available from 7 am–4 pm EST).

While we do not charge for technical support, normal long distance charges apply. To avoid long distance charges, or to contact a support representative directly after these hours, please feel free to browse our Frequently Asked Questions lists or to send us a webmail. Webmail questions usually receive a response within two business days.

Contact Us by Standard Mail

If all else fails you can write to us at:

Ubisoft Technical Support
3200 Gateway Centre Blvd.
Suite 100
Morrisville, NC 27560

Return Policy

Please do not send any game returns directly to Ubisoft before contacting Technical Support. It is our policy that game returns must be dealt with by the retailer or online site where you purchased the product. If you have a damaged or scratched CD, please visit the FAQ listing for your game and get the latest replacement policy and pricing. We will not accept unsolicited returns/exchanges without prior approval and an RMA (Return Materials Authorization) number from a support representative.

WARRANTY

Ubisoft warrants to the original purchaser of its products that the products will be free from defects in materials and workmanship for a period of ninety (90) days from the date of purchase. Ubisoft products are sold "as is," without any expressed or implied warranties of any kind, and Ubisoft is not liable for any losses or damages of any kind resulting from use of its products. Ubisoft agrees for a period of ninety (90) days to either replace defective product free of charge provided you return the defective item with dated proof of purchase to the store from which the product was originally purchased or repair or replace the defective product at its option free of charge, when accompanied with a proof of purchase and sent to our offices postage prepaid. This warranty is not applicable to normal wear and tear, and shall be void if the defect in the product is found to be as a result of abuse, unreasonable use, mistreatment, or neglect of the product.

Limitations

This warranty is in lieu of all other warranties and no other representations or claims of any nature shall be binding on, or obligate Ubisoft. Any implied warranties applicable to Ubisoft products, including warranties of merchantability and fitness for a particular purpose, are limited to the ninety (90) day period described above. In no event will Ubisoft be liable for any special, incidental, or consequential damages resulting from possession, use, or malfunction of Ubisoft products. Some states do not allow limitations as to how long an implied warranty lasts and/or exclusions or limitations of incidental or consequential damages. So the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

Notice

Ubisoft reserves the right to make improvements in its products at any time and without notice.

Refunds

Ubisoft cannot provide refunds or otherwise process returns for credit of any kind other than an identical product replacement. Any product refund request must occur at the place of purchase, as the individual retail outlets set their own refund policy. This policy covers identical product replacements only.

Product / Documentation Replacements

Please contact a Ubisoft Technical Support representative directly before sending your product to us. In many cases, a replacement is not the best solution. Our Support representatives will help you determine if a replacement is necessary or available. You will need to first acquire an RMA (Return Materials Authorization) number to process your return or replacement. Without an RMA number from a support representative, your replacement request will not be processed.

If we determine a return or replacement is necessary:

Within the 90-Day Warranty Period

Please return the product (media only) along with a copy of the original sales receipt, showing the date of purchase, a brief description of the difficulty you are experiencing including your name, address (no PO boxes), and phone number to the address below. If the product was damaged through misuse or accident (cracks, scratches), or if you do not have a dated sales receipt, then this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period.

After the 90-Day Warranty Period

Please return the product (media only) along with a check or money order for the amount corresponding to your product (see replacement fees below) made payable to Ubisoft, a brief description of the difficulty you are experiencing, including your name, address (no PO boxes), RMA number, and phone number to the address below.

Replacement Fees

Our most recent replacement fee schedule is available online. Please visit <http://support.ubi.com> for an updated price list.

Warranty Address and Contact Information

Phone: (919) 460-9778

Hours: 9 am–9 pm (EST), M–F

Address:

Ubisoft Support • 3200 Gateway Centre Blvd. • Suite 100 • Morrisville, NC 27560
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